

MEETING MINUTES

Project Name: IPRS	Doc. Version No: 1.0	Status: Final
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Meeting Name: IPRS Core Team Meeting
Facilitator: Thelma Hayter, DMH
Scribe: Tiffany Bargeman for Debra Haraway
Date: 05/19/04
Time: 10 - 11 a.m.
Location: Crossroads, Conference Room 3

IPRS Core Team Attendees:

Betty Cogswell
 ✓ Bobby Minish
 ✓ Cathy Bennett
 ✓ Cheryl McQueen
 ✓ Debra Haraway
 ✓ Deborah Merrill
 Gary Imes
 ✓ Joyce Sims
 ✓ Kellie Fessler
 ✓ Paul Carr
 ✓ Rick Debell
 ✓ Thelma Hayter
 ✓ Jeffrey Poole

Others:

✓ Tim Sullivan
 Christie Harris
 David Coffman
 ✓ Sharlene Bryant

Attendees:

Alamance-Caswell	Onslow
X Albemarle	X OPC
X Catawba	X Pathways
X Centerpoint	Pitt
X Crossroads	Riverstone
X Cumberland	X Roanoke-Chowan
X Durham	X Rockingham
X Eastpointe	X Sandhills/Randolph
X Edgecombe-Nash	X SE Center
X Foothills	X SE Regional
X Guilford	X Smoky Mountain
X Johnston	X Tideland
Lee-Harnett	X VGFW
X Mecklenburg	X Wake
X Neuse	x Western Highlands
x New River	Wilson-Green

Agenda:

Item No.	Topics
1.	<p>Division and EDS Review</p> <p>Review May 14th checkwrite results</p> <p>Upcoming checkwrites: May 21, June 4, 11, 18, 25</p> <p>Tim Sullivan: Update Medicaid issues</p> <p>BugCentral Status</p> <p>Key CSRs</p> <p>Operations Support: File Maintenance, Security, and Help Desk</p> <p>Action Items</p>
2.	<p>Area Programs</p> <p>Roll Call</p> <p>Review May 14th checkwrite results</p> <p>Questions/Comments about upcoming checkwrites: May 21, June 4, 11, 18, 25</p> <p>Agenda items</p> <ul style="list-style-type: none"> • Approve May 5 and May 12 minutes for posting • Merging: Notify Deborah Merrill or Thelma Hayter if you are merging with another AP in the near future. Letter concerning IPRS Task Guidelines for Merging Area Programs will be sent to IPRS Coordinators, Finance Officers, and Medical Record Managers this week • Resync of Demographics will start next Monday, 5/24. Suspend rpt IPKR1951 and IPRK1961 • IPRS questions or concerns • Medicaid questions or concerns • Tim Sullivan & Christie Harris – Updates <ul style="list-style-type: none"> - Value Option Letters – approval letter – testing fix - Status on EOB 7000 Adjustments • Any other area program questions/comments • DMH and/or EDS Concluding Remarks

Next Meeting: May 26th.

For assistance with IPRS claims, adjustments, R2Web, accessing application, etc., call the IPRS Help Desk – 1-800-688-6696, ext 53355, M-F, 8 a.m.-4:30 p.m., excluding holidays.

ADMINISTRATION NOTES (10 a.m. DIVISION AND EDS REVIEW)

Item No.	Topics
1.	<p>Review May 14 Checkwrite results:</p> <p>Received a call from Durham – they had questioning the PA required denials they received. Research indicated they had not submitted a referring provider on their 837s.</p> <p>Report of Denials for insufficient budget is IPDR213N– It is run on request in Sept.</p>
2.	<p>Upcoming Checkwrites: May 21, June 4, 11, 18, 25</p>
3.	<p>Tim Sullivan - Update on Medicaid Issues: Will address 270/271 issue.</p> <p>EOB 7000 reprocessing claims: We are not going to make the May target. There are two adjustments causing delays. The end of the year is approaching, so working hard. We will give a specific date when we know.</p> <p>Value options, edit 213: regarding value options that are suspending now, test is still going on.</p> <p>Follow up from last meeting - 270/271 TXNs can be used to request eligibility and get a response. You can submit 270 TXN in batch and 271 will be returned. As long as you're set up with TPA, this can be done. Regular help number/option one is good place to go for help.</p>
4.	<p>Bug Central Status: 3</p>
5.	<p>Key CSRs: Top five discussed prior to meeting. On schedule.</p> <p>Joyce will have DMH added to e-mail distributions from CNDS.</p>

ADMINISTRATION NOTES (10 a.m. DIVISION AND EDS REVIEW)

Item No.	Topics
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6.	Operations Support – File Maintenance, Security, Help Desk:
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Thelma has File Maintenance to send over regarding Randolph-Sandhills.

Connectivity issue: occurred intermittently .No fix. Seemed to correct itself.

Due to the large number of adjustments, Joyce made a suggestion for provider education for keying adjustments online. They can be sent in via the compliant 837 but there is no online mechanism for keying them at this time. 19 APs are submitting compliant but not all are submitting adjustments via the 837.

There was an issue identified this week with Eastpointe Wayne County adjustments. The replacement claim was submitted with 3404935, but the history claim was stored with the base provider number 3404944. This is being researched.

Of the adjustments we keyed, were any of them for APs that submit compliant 837s? We'll discuss it, and for those that are not compliant, we need to decide how to use resources to get them keyed. It will be more difficult to move resources around under the new amendments. We can encourage them to submit them electronically. Based on the new structure, they will see impact on adjustments turnaround, which will be more of a staffing concern than anything else.

It seems the ones with large numbers of adjustments are finding billing issues after several checkwrites have occurred. This may be part of the education needed – to find out why it's taking so long.

Retro Medicaid cycle – We are not running the Retro Medicaid cycle in June.

ADMINISTRATION NOTES (10:30 a.m. AREA PROGRAMS CONFERENCE CALL)

Item No. Topics

1. **Roll Call** (See page 1 for meeting AP participants) (Please mute phones or refrain from excess activity to help with communications.)
Reviewed May 14th checkwrite results
2. **Questions/Comments about upcoming checkwrites:** May 21, June 4, 11, 18, 25
Q: OPC had a lot of denials for PA dollars exceeded– not sure why. In April, version IPKR7891, authorized and extended columns switched in the reports. Can give claim number to research. 252004135171238. The prior approval service number expected to hit was 2003247075429.
A. Cheryl will research.
3. **5/5 and 5/19 meeting minutes:**
Only the attendance/role call needed to be modified in the 5/19 minutes. No more changes to either 5/5 or 5/19 so minutes are accepted and will be posted.
4. **IPRS questions or concerns:**
Announcement (Hayter): We will send out letter detailing steps that should be taken for a merger.
Q (Tideland): Looking at merger with Roanoke-Chowan in 2005, so need to know if it's too early to begin.
A (Hayter): You do not need to start the process until about April 2005.
Announcement (Hayter): Beginning May 24, IPKR1951 and IPKR1961 are to be suspended for a week.
Q (Smoky Mountain): – Why did last checkwrite last so long?
A (Sullivan) – There were couple of adjustments causing an out-of-balance. We removed those, and it ran through to completion. The past week's cycle ran smoothly. That was a one-time thing, and changes have been made to prevent in future.
A (Sims): The two adjustments do need to process before end of fiscal year. There is an edit in place to avoid keying error in future.
Q (Cumberland): When will new screens for provider project be available in IPRS?
A (Sims): July 1. EDS and DMH will get together and discuss how to handle implementation.
Comment (OPC): Checkwrite cycle and submissions past certain date affect PA screens.
Q (OPC): If authorize certain dollar amount and unable to get in next checkwrite, a lot of PA are set up at attending level.
Comment (Sims): Noted, and we'll discuss and revisit it during the next Core team meeting.
5. **Medicaid questions or concerns:** N/A
6. **Tim Sullivan provided update on ACTT - Methadone Administration Services:**
EOB 7000 reprocessing claims: We are not going to make the May target. There are two adjustments causing delays. The end of the year is approaching, so working hard. We will give a specific date when we know.
Value Options - Testing of a particular edit has been unsuccessful, so we're continuing tests. We're hoping to move them in this week, but we need successful test first.
Follow up from last meeting - 270/271 TXNs can be used to request eligibility and get a response. You can submit 270 TXN in batch and 271 will be returned. As long as you're set up with TPA, this

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Item No. Topics

can be done. Regular help number/option one is good place to go for help.

Q: Number for help desk?

A (Sullivan): 800-688-6696/option 1 for ECS Help Desk.

Q: Is there a limit on number of records that can be sent in a batch?

A (Sullivan): Dozens or couple hundreds. Last night, one had 90k, and this caused a huge return file. If you're looking at submitting up to 1K, no issue. Looking at file sizes — the one that was 90k was about 20g, so we are going to try to recommend a size to prevent.

Q (Sandhills): 270-271 – what is it for again?

A (Sullivan): Eligibility Inquiry is 270 and 271 is response.

Q (Albemarle): Talked with Paul about getting on browser with IP and not with host names. Contacting Sprint for help now, but we are wondering if other APs were having similar problems.

A (Paul): We haven't heard from anyone since Monday morning. Has anyone experienced trouble last few days?

Most APs good this week.

Q (Albemarle): From 1:30-4 p.m., I couldn't get on at all, and I've had trouble off and on since Monday.

A (Paul): Please call Provider relations if you have more trouble this week.

Q (OPC): I sent an e-mail regarding the adjustment process to Evelyn. Dummy clients set up to bill outreach throughout billing cycle programs submit late tickets, and we get duplicates. There are several I'll be sending in. Evelyn sent a multiple adjustment form. How do others handle that? We bill every cycle. When tickets are in, we bill them out, but the problem is people enter in off time.

Q (Eastpointe): We found the problem early, so we're holding for about a month to see that everything is submitted in same billing cycle. The computer calculates it.

Q (OPC): Does IPRS see problem with us doing it for 1 day? We could bill 2-3K/day with about 40 units.

Q (Paul): Isn't there a maximum of 60?

Q (Terry): Where are multiple adjustment sheets?

A (Paul): Please get those through Provider Relations.

Q (Kim): For state billing July 1, will the 15-minute rule go away and 8-minute rule apply.

A (Rick): I don't know, but the counsel is working with DMA on the issue.

Neuse Center (Kim): They are asking me if it will change and I don't know what to tell them.

Rick: Continue with that response. Rates issue was brought up with ELT, will talk with counsel.

Kim: let me know about 15 minute rule.

7. Q (Kim): If we have a client outside our county for whom we need to bill, but we need to pull out of other programs pot of money, who do we talk to about that?

Cheryl: The other AP will need to set up PA to authorize you pulling from their budget. Call me with questions.

8. **Any other area program questions/comments:** N/A

ADMINISTRATION NOTES (10:30 a.m. AREA PROGRAMS CONFERENCE CALL)

Item No. Topics

9. **DMH and/or EDS Concluding Remarks:** N/A

Action Items

Item No.	Open Date	Description	Assigned To	Comments	Status	Target Date
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Issue Items

Item No.	Open Date	Description	Assigned To	Comments	Status	Target Date
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III.